## **Welcome and Thank You Text**

## **Welcome Text**

Thank you for calling the USPTO Trademark Assistance Center. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best experience possible.

## **Thank You Text**

Thank you for taking our survey and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
	Accessibility	İΓ		Satisfaction			Communicate Experience (1=Very Unlikely, 10=Very Likely)
	Thinking about <u>reaching the USPTO Trademark Assistance Center</u> by <u>phone</u> , please rate the following:	115		What is your <b>overall satisfaction</b> with this telephone customer service experience?		Communicate Experience	How likely are you to <b>communicate with others</b> about your customer service experience?
Accessibility - Convenience	The <b>convenience</b> of contacting customer service by phone relative to other methods (1=Not Convenient at all, 10=Very Convenient, Don't Know)			(1=Very Dissatisfied, 10=Very Satisfied)			
Accessibility - Easy Connection	How <b>easy</b> it was to reach a representative (1=Not Easy at all, 10=Very Easy, Don't Know)		expectations	How well did your telephone customer service experience <b>meet your</b> expectations? (1=Fell Short, 10=Exceeded)			Recommend Company (NPS) (1=Very Unlikely, 10=Very Likely)
3 Accessibility - Wait Time	The wait time before being connected to a representative (1=Long Wait Time, 10=No Wait Time at all, Don't Know)	135		How well did your experience <b>compare to an ideal telephone</b> customer service experience? (1=Not Very Close, 10=Very Close)		Recommend Company	How likely are you to recommend the Trademark Assistance Center to someone else?
	Service Representative (1=Poor, 10=Excellent, Don't Know)				1		Confidence (1=Not at all Confident, 10=Very Confident)
	Please rate the representative who assisted you in the following areas:	1			16	Confidence	Please rate your level of confidence in the Trademark Assistance
Representative - Understanding	Understanding of my issue or request						Center.
Representative - Empathy	Recognition of the importance of my issue or request						
Representative - Knowledge	Level of knowledge regarding my issue or request						
Representative - Authority	Level of authority to resolve my issue or request on their own						
	Service Resolution						
	Please rate the <u>response</u> provided to your request or question in the following areas:						
Service Resolution - Thoroughness	Thoroughness of the explanation (1=Insufficient , 10=Very Thorough, Don't Know)						
Service Resolution - Complete	The extent to which my issue or request was <b>resolved</b> (1=Not Resolved at all, 10=Completely Resolved, Don't Know)	-					
Service Resolution - Time	After being connected to a representative, the amount of <b>time I was on the phone</b> (1=Too Much Time, 10=Very Little Time, Don't Know)						

Question Text	Answer Choices	Skip From	Skip To	Required Question? (Y/N)	Туре	Special Instructions
Did you visit uspto.gov to resolve your concern/question prior to your experience with the USPTO Trademark Assistance Center customer service representative?	Yes			Y	Radio button, one-up vertical	
	No					
Where are you with the trademark application process?	I have submitted an application		Z	Y	Radio button, one-up vertical	Skip Logic Group
	I need clarification about the process before submitting an application		V			
	I need to resolve a technical issue with uspto.gov before submitting an application		F1			
	Still deciding if I need or want to file an application I do not need to file an application		7 8			
			1			
Disease enseif where you are in the application process:	Other, please specify	1	1	N	Toyt field <100 shor	Ckin Logio Croup
Please specify where you are in the application process:	Coarch for ovicting trademarks	7		N Y	Text field, <100 char	Skip Logic Group
What was your primary reason for contacting USPTO?	Search for existing trademarks Fees	,		Y	Radio button, one-up vertical	Skip Logic Group*
	General information about trademarks					
	Other, please specify		2			
Please specify your reason for calling:		2		N	Text field, <100 char	Skip Logic Group*
What was your primary reason for contacting USPTO?		8		N	Text field, <100 char	Skip Logic Group
What was your primary reason for contacting USPTO?	Check application status	Z		Y	Radio button, one-up vertical	Skip Logic Group
	Despend to an office action (official letter)				Vertical	Randomize
	Respond to an office action (official letter)					Randomize
	Fees					
	Specimen submission					
	Filing receipt					
	Petition for extension of time					
	Petition for something else					
	Issues with TEAS (Trademark Electronic Filing System)					
	Issues with another USPTO online system		V/a			A
Discourant Consultation	Other, please specify	V/4	X1		T. 15:11 400 1:11	Anchor Answer Choice
Please specify your reason for calling:	O	X1 V		N	Text field, <100 char	Skip Logic Group
What was your primary reason for contacting USPTO?	General information about trademarks	V		Y	Radio button, one-up vertical	Skip Logic Group
	General questions about how to use the Trademark Electronic Filing System (TEAS)					Randomize
	General questions about filing an application (e.g., process, fees)					
	Search for existing trademarks					
	Examination policy and procedure					
	International inquires					
	Other, please specify		M1			Anchor Answer Choice
Please specify your reason for contacting USPTO:		M1		N	Text field, <100 char	Skip Logic Group
What technical help did you need for uspto.gov? (Please select all that apply)	Java and web browser compatibility	F1		Y	Checkbox, one-up vertical	Skip Logic Group
	Understanding error message(s)  Difficulty understanding technical content					
	Other, please specify		J1			
Please specify what technical help you needed:	. ,	J1		N	Text field, <100 char	Skip Logic Group
Did you interact with another USPTO center? (Please select all that apply)					Checkbox, one-up	, , , , , , , ,
, , , , , , , , , , , , , , , , , , , ,	USPTO Contact Center (UCC)			Υ	vertical	Skip Logic Group
	Application Assistance Unit (AAU)					, 19 1 1 1 p
	Patent Cooperation Treaty (PCT) Helpdesk					
	Inventors Assistance Center (IAC)					
	Electronic Business Center (EBC)					
	Patents Ombudsman					
	Office of Financial Management Systems					
	Other, please specify		C1			
	Don't know		0.1			Mutually Exclusive
	No, I did not interact with another USPTO Center					Mutually Exclusive
	110, 1 ala not interact with another Oor 10 Center					.viatadily Exclusive

Which other center(s) did you interact with?		C1		N	Text field, <100 characters	Skip Logic Group
which other center(s) did you interact with?		CI		IN	Radio button, one-up	Skip Logic Group
Vere you transferred to another USPTO center during your call?	Yes		т	Y	vertical	Skip Logic Group
· · · · · · · · · · · · · · · · · · ·	No	1			10.000	pgp
	Don't know	1				
Vere you transferred to the correct USPTO center on the first transfer?	Yes	Т		Υ	vertical	Skip Logic Group
	No					, , ,
	Don't know					
Please indicate your level of agreement with the following statements: The Trademar Assistance Center representative I interacted with was helpful.	K			Y	Radio button, scale, no don't know	
	1 = Strongly disagree	1				
	2	_				
	3	_				
	4	4				
	6	-				
	7	+				
	Ω	+				
	q	+				
	10 = Strongly agree	+				
The Trademark Assistance Center representative I interacted with treated me fairly.	25 Changiy agree			Y	Radio button, scale, no	
······································				-	don't know	
	1 = Strongly disagree	_				
	2	_				
	3	4				
	4	+				
	6	+				
	7	+				
	Ω	+				
	9	+				
	10 = Strongly agree	†				
The Trademark Assistance Center representative I interacted with treated me fairly.	25 Strongly agree			Y	Radio button, scale, no	
· ··· · · · · · · · · · · · · · · · ·					don't know	
	1 = Strongly disagree	-				
	2	4				
	<u>3</u>	+				
	5	+				
	6	+				
	7	+				
	8	†				
	9	1				
	10 = Strongly agree	1				
	3,7				Radio button, one-up	
Was your question resolved by a USPTO representative?	Yes		D	Y	vertical	Skip Logic Group
Was your question resolved by a USPTO representative?	Yes Still waiting on a response		D B, C	Y	vertical	Skip Logic Group

Approximately how many times did you contact a USPTO representative <b>before</b> your question was resolved?		D		N	Radio button, one-up vertical	Skip Logic Group
	2					
	3					
	4					
	5 or more times					
	Can't recall					
Approximately how many times have you contacted a USPTO representative for this				N	Radio button, one-up	Skip Logic Group
question?		В			vertical	Skip Logic Group
	2					
	3					
	4					
	5 or more times					
	Can't recall					
Based on your experience contacting USPTO, which of the following would you be	Send a message to USPTO			Y	Radio button, one-up	Skip Logic Group
most likely to do next?	Seria a message to OSFTO	С		ı	vertical	Skip Logic Group
most may to do next.	Call the USPTO Customer Support Center	C			vertical	
	Visit uspto.gov					
	Follow the advice of the call center					
	Contact someone outside of USPTO		т			
			K			
Miles de considerand la sentente de la contente de	Other, please specify	т т	K	NI NI	Text field, <100 char	Chia Lasia Casus
Who do you intend to contact as a next step?		<u> </u>		N N		Skip Logic Group
Please describe what you plan to do next in an effort to obtain an answer to your question:				IN IN	Text field, <100 char	Skip Logic Group
4	Fatronian - University - Duefassion - I	K		V	Dadia buttan ana un	Chia Lasia Casus
Which of the following best describes you?	Entrepreneur/Business Professional			Y	Radio button, one-up vertical	Skip Logic Group
	Inventor					
	Marketing Professional					
	IP Professional: Attorney					
	IP Professional: Paralegal					
	IP Professional: Agent					
	Other Legal Professional (not in Intellectual Property): Attorney, Paralegal					
	USPTO Employee					
	Other, please specify		R			
Please specify the role that best describes you.	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			N	Text area, no char limit	Skip Logic Group
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If you could suggest one improvement to the USPTO Trademark Assistance Center				N	Text area, no char limit	
customer service experience, what would it be?						
- Landau - Carlo - Car	I .		1			